



DEPARTMENT OF THE ARMY

HEADQUARTERS, UNITED STATES ARMY TRAINING CENTER AND FORT JACKSON
4325 JACKSON BOULEVARD
FORT JACKSON, SC 29207-5015

REPLY TO
ATTENTION OF

29 AUG 2011

ATZJ-EO

MEMORANDUM FOR

Commanders, All Units Reporting Directly to This Headquarters
Commanders, Fort Jackson Partners in Excellence
Directors and Chiefs, Staff Offices/Departments, This Headquarters

SUBJECT: Fort Jackson Policy Memorandum #13 – Equal Opportunity Complaint Procedures

1. Reference. AR 600-20, Army Command Policy, 18 March 2008.
2. Purpose. Provide command guidance on equal opportunity complaint procedures.
3. Policy:
 - a. The Army prescribes equal opportunity (EO) and fair treatment for Soldiers, their Families, and Department of the Army civilians without regard to race, color, religion, gender, or national origin.
 - b. Soldiers, Family members, and civilian employees have the right to present EO and sexual harassment complaints to the command without fear of intimidation, reprisal, or harassment. I expect members of my command to ensure that complainants are protected from reprisal or retaliation for filing complaints.
 - c. I encourage complainants to use the chain of command first to rectify grievances or complaints of discrimination and sexual harassment. Additional staff offices available to provide assistance in resolving potential conflicts consist of inspector general (IG), chaplain, provost marshal, staff judge advocate (SJA), medical facility, housing, or at the Equal Opportunity Staff Office (EOSO), building 3230, Sumter Avenue. Complaints by civilian personnel alleging discrimination should be handled through the Equal Employment Opportunity Office. Soldiers are encouraged to use their chain of command to resolve complaints and to attempt to resolve complaints at the lowest level possible. However, the alternative agencies listed above are also available for Soldiers filing EO/sexual harassment complaints.
 - d. Complainants have the option of filing a formal or informal complaint. An informal complaint is any complaint that the complainant does not wish to file in writing. Informal complaints may be resolved directly by the individual, with the help of another person, or the chain of command. Typically, informal complaints can be resolved through discussion, problem identification, and clarification of the issues.

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e. With the exception of EO complaints filed with the IG, formal EO complaints are filed in writing using a DA Form 7279-R. These complaints are filed with the chain of command or one of the alternative agencies listed in paragraph 3c above. Except in limited circumstances, confidentiality cannot be guaranteed or promised. Complaints filed with the IG will be processed as Inspector General Action Requests in accordance with AR 20-1, Inspector General Activities and Procedures, rather than procedures outlined in AR 600-20.

f. Commanders and alternative agencies will report formal complaints through their chain of command to my office and the EOSO within 72 hours of receipt.

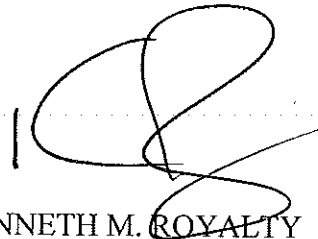
g. Complainants have 60 calendar days from the date of the alleged incident to file a formal complaint. Complaints received after 60 days will be pursued at the discretion of the commander. Commanders should make the decision to act based on the reason for the delay, availability of witnesses, and whether or not a full and fair investigation can be conducted.

h. If an investigation fails to reveal all relevant facts to substantiate allegations, or actions taken by the command were insufficient to resolve the complaint, the complainant has the right to appeal the action to the next higher commander. Subjects can appeal to their next higher commander, if relevant facts to prove his or her innocence were not revealed. Appeals must be presented in writing within 7 calendar days following notification of results of an investigation.

i. Reprisal is a serious issue and its effects are devastating to unit cohesion, morale, and the command climate. Commanders will ensure that Soldiers filing EO complaints are protected from reprisal or retaliation. Acts or threats of reprisal will be immediately reported to the Department of Defense (DOD) IG at 1-800-424-9098 or www.dodig.osd.mil/HOTLINE. If allegations of reprisal are made to any agency authorized to receive formal EO complaints, the agency should refer the complaint to the DOD IG. Soldiers and alternative agencies are strongly encouraged to simultaneously report such threats or acts to the appropriate chain of command as well.

4. The proponent for this policy memorandum is the Equal Opportunity Staff Office, (803) 751-4916/7163.

FOR THE COMMANDER:



KENNETH M. ROYALTY
Colonel, GS
Chief of Staff